



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

Family Investment Administration
ACTION TRANSMITTAL

Control Number: 15-23

Effective Date: UPON RECEIPT

Issuance Date: March 13, 2015

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND CASE MANAGERS
LOCAL HEALTH DEPARTMENTS**

FROM: ROSEMARY MALONE, EXECUTIVE DIRECTOR *Rosemary Malone*
DEBBIE RUPPERT, EXECUTIVE DIRECTOR, DHMH, OES *Debbie Ruppert*

**RE: MODIFICATIONS TO CARES REDETERMINATION NOTICES TO
SUPPORT THE HEALTH BENEFIT EXCHANGE (HBX)**

PROGRAMS AFFECTED: MEDICAL ASSISTANCE

**ORIGINATING OFFICE: OFFICE OF PROGRAMS/BUREAU OF SYSTEMS
DEVELOPMENT AND MANAGEMENT**

SUMMARY:

Beginning February 2015, CARES redetermination appointment notices for all Modified Adjusted Gross Income (MAGI) assistance units will no longer contain references to redetermining Medical Assistance in CARES. New wording has been inserted that will instruct customers how to continue eligibility for MAGI in the Health Benefit Exchange (HBX) after April 1, 2015. The modified redetermination notices will be sent to all TCA/F01, FAC, MCHP and S98 assistance units with 'MH' in the Special Circumstances field on the CARES ADDR screen.

CARES NOTICE CHANGES:

- **Notice 23** - All references to redetermining Medical Assistance in CARES have been removed from TCA/F01, TCA/FAC and TCA/MCHP Face-to-Face, Telephone and Group redetermination appointment notices. New text has been inserted that instructs customers how to renew Medical Assistance eligibility in the HBX.
- **Notice 24** - The following Mail-in redetermination notice changes will occur for FAC, MCHP and S98 assistance units with 'MH' in the Special Circumstances field on the CARES ADDR screen:
 - All references to redetermining Medical Assistance in CARES have been removed, and replaced with new text that instructs customers how to renew Medical Assistance eligibility in the HBX.
 - The Case Information Form (CIF) will no longer be inserted in the Notice 24 Mail-in redetermination packet for MAGI assistance units.
 - The CIF will be suppressed for S98 assistance units with 'MH' in the Special Circumstances field on the CARES ADDR screen. These assistance units will be aligned with FAC and MCHP redetermination notices.
 - When a MAGI redetermination has an associated FSP redetermination that is due to receive a Benefit Review Form, a redetermination notice regarding Medical Assistance and a redetermination notice regarding FSP will be sent to the customer.
 - All non-MAGI MA assistance units that have a redetermination method of Face-to-Face, Telephone or Group in CARES will be changed to reflect the Mail-in redetermination method in CARES.
- **New Insert** – Notice 23 and 24 redetermination notices will include a new insert that lists the statewide Maryland Health Connection Connector Entities, LDSS and Local Health Department offices if assistance is needed with filing Maryland Health Connection applications.

Attached are the modified notices and the new insert. The shaded areas in the notices identify the new wording that has been added.

Notice 23

CAROLINE COUNTY
DEPARTMENT OF SOCIAL SERVICES
300 MARKET STREET
DENTON,MARYLAND MD 21629-1229

District: CAROLINE LDSS
Customer ID: #####
Case Manager: MS. J DOE
Telephone: (410) 238-1303
Date: 07/23/32

Insert in Return Envelope with
the Address Below Showing

MS. First Last Name
1 WHY ST

ELLICOTT CITY MD 21043

CAROLINE COUNTY
DEPARTMENT OF SOCIAL SERVICES
300 MARKET STREET
DENTON,MARYLAND MD 21629-1229

Dear Ms. Last Name:

REDETERMINATION/RECERTIFICATION APPOINTMENT

IMPORTANT INFORMATION ABOUT RENEWING YOUR ELIGIBILITY FOR TEMPORARY CASH ASSISTANCE

It is time for us to review your need for Temporary Cash Assistance. To renew your Temporary Cash Assistance you must come to our office for an interview on the following scheduled date and time.

DATE: 04/13/12
TIME: 01:00
PLACE: xxxxxxxxxxxxxx
Xxxx xxxxx xxxxx
DENTON MD 2xxxx

When you come in, please bring this notice with you. Be on time and try to arrange day care for small children. If you cannot come in at this time, please call your Case Manager promptly at the number listed above to arrange another time. If we do not hear from you, and you do not keep your appointment, your case will be closed.

Bring current proof of:

- * Income, such as copies of checks, pay stubs, or a letter from the people who gave you money;

- * The type of housing that you are in, such as government supplemented housing or regular housing;
- * Health care for children age six and under (your doctor must complete and sign the attached Preventive Health Care Form);
- * School attendance, such as a report card;
- * Child care costs; and
- * Your children living with you, such as school or day care records, hospital or doctor's records, and other records which Show your child's address.

Other items we need are:

- * Birth certificates and Social Security cards for new people in your home; and
- * Information about any absent parents.

Your Case Manager will tell you at the interview about any other information we need.

(REMINDER: It is important that all adults and children over six have annual health care check-ups. We will send you a special once a year payment for each eligible member of your assistance unit who proves they had an annual check-up. To receive the special benefit(s), your doctor must complete and sign the attached Preventative Health Care form for each eligible member.

HOW TO FILE A MARYLAND HEALTH CONNECTION APPLICATION TO RENEW YOUR ELIGIBILITY FOR MEDICAID

We are notifying you that you must renew your Medicaid eligibility by filing an application through the Maryland Health Connection (www.marylandhealthconnection.gov), the State's health insurance marketplace, within the next **45 days** to continue your coverage. If you do not submit an application, your Medicaid coverage will end. You can file an application when you come in for your Temporary Cash Assistance interview or by the other ways given in the instructions below.

You can file a Maryland Health Connection application in the following ways:

- Online at www.marylandhealthconnection.gov. You will first need to create a user account then go to "Start New Application" from the Quick Links on the Account Home page.
- By calling the Call Center 1-855-642-8572 (TTY: 1-855-642-8573).
- In person at your Local Health Department, Local Department of Social Services or regional Connector Entity.
- By mailing a paper application. You can request a paper application by contacting the Call Center.

You must renew your Medicaid within the next 45 days to continue your coverage.

If you have any questions or need assistance with submitting an application, contact the Maryland Health Connection Call Center at 1-855-642-8572 (TTY: 1-855-642-8573).

Language services are available to assist you. If you need assistance, call 1-855-642-8572 (TTY: 1-855-642-8573). Servicios de idiomas están disponibles para ayudarle. Si necesita ayuda, llame al 1-855-642-8572 (TTY: 1-855-642-8573).

Notice 24

CAROLINE COUNTY
DEPARTMENT OF SOCIAL SERVICES
300 MARKET STREET
DENTON, MARYLAND MD 21629-1229

District: CAROLINE LDSS
Customer ID: #####
Case Manager: MS. J DOE
Telephone: (410) 238-1303
Date: 07/23/32

Insert in Return Envelope with
the Address Below Showing

MS. First Last Name
1 WHY ST

ELLICOTT CITY MD 21043

CAROLINE COUNTY
DEPARTMENT OF SOCIAL SERVICES
300 MARKET STREET
DENTON, MARYLAND MD 21629-1229

Dear Ms. Last Name:

Client ID #####

➤ IMPORTANT INFORMATION ABOUT RENEWING YOUR ELIGIBILITY FOR MEDICAID

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Maryland Health Connection Connector Entities

Region	Counties Served	Entity Name	Address and Phone Number
Central	Baltimore City, Baltimore, and Anne Arundel	HealthCare Access Maryland	201 E. Baltimore Street, 15 th Fl. Baltimore, MD 21202 (877) 223-5201
Capital	Montgomery and Prince George's	Montgomery County Department of Health & Human Services	8818 Georgia Avenue Silver Spring, MD 20910 (240) 773-8250
Lower Eastern Shore	Wicomico, Somerset, and Worcester	Worcester County Health Department	424 West Market Street Suite A Snow Hill, MD 21863 (855) 445-5540
Southern	Calvert, Charles, and St. Mary's	Calvert Healthcare Solutions	234 Merrimac Court Prince Frederick, MD 20678 (855) 339-3007
Upper Eastern Shore	Harford, Cecil, Kent, Queen Anne's, Talbot, Caroline, and Dorchester	Seedco	216 E. Pulaski Highway Suite 212 Elkton, MD 21921 (410) 996-4839
Western	Garrett, Allegany, Washington, Frederick, Carroll, and Howard	The Door to Healthcare Western Maryland, Healthy Howard	8930 Stanford Blvd. Columbia, MD 21045 (855) 288-3667

**Local Department of Social Services (LDSS) and Local Health
Department (LHD) Offices**

Locality	LDSS Office Address and Phone Number	LHD Office Address and Phone Number
Allegany Co	1 Frederick St Cumberland, MD 21502 (301) 784-7000	12501 Willowbrook Rd Cumberland, MD 21502 (301)759-5000
Anne Arundel Co	<u>Annapolis</u> 80 West St Annapolis, MD 21401 (410) 269-4500 <u>Glen Burnie</u> 7500 Ritchie Hwy Glen Burnie, MD 21061 (410) 269-4500	1 Harry S. Truman Pkwy, Suite 200 Annapolis, MD 21401 (410) 222-7095
Baltimore Co.	<u>Catonsville</u> 746 Frederick Rd Catonsville, MD 21228 (410) 853-3450 <u>Dundalk</u> 1400 Merritt Boulevard, Suite C, Baltimore, MD 21222 (410) 853-3400 <u>Essex</u> 439 Eastern Ave Essex, MD 21221 (410) 853-3800 <u>Reisterstown</u> 130 Chartley Dr Reisterstown, MD 21136 (410) 853-3010 <u>Towson</u> 6401 York Rd Baltimore, MD 21212 (410) 853-3340	6401 York Rd 3 rd Fl Towson, MD 21212 (410) 887-2773
Calvert County	200 Duke St Prince Frederick, MD 20678 (443) 550-6900	280 Stratford Rd Barstow, MD 20610 (410) 535-5400
Caroline County	207 South Third St	403 S. 7 th Street

	Denton, MD 21629 (410) 819-4500	Denton, MD 21629 (410)479-8000
Carroll County	1232 Tech Ct, Ste. 1 Westminster, MD 21157 (410) 386-3300	290 S Center St Westminster, MD 21158 (410) 876-2152
Cecil County	170 East Main St Elkton, MD 21921 (410) 996-0100	401 Bow St Elkton, MD 21921 (410) 996-5100
Charles County	200 Kent Ave LaPlata, MD 20646 (301) 392-6400	200 Kent Ave LaPlata, MD 20646 (301) 392-6400
Dorchester County	627 Race St Cambridge, MD 21613 (410) 901-4100	3 Cedar St Cambridge, MD 21613 (410) 228-3294
Frederick County	100 East All Saints St Frederick, MD 21701 (301) 600-4555	350 Montevue Lane Frederick, MD 21702 (301) 600-1029
Garrett County	12578 Garrett Hwy Oakland, MD 21550 (301) 533-3000	1025 Memorial Dr Oakland, MD 21550 (301) 334-7720
Harford County	2 South Bond St Ste 300 Bel Air, MD 21014 (410) 836-4700	120 S Hays St Bel Air, MD 21014 (410) 638-8415
Howard County	7121 Columbia Gateway Dr Columbia, MD 21046 (410) 872-8700	8930 Stanford Blvd Columbia, MD 21045 (410) 313-5845
Kent County	350 High St Chestertown, MD 21620 (410) 810-7600	125 S Lynchburg St Chestertown, MD 21620 (410) 778-1350
Montgomery County	Rockville 1301 Piccard Dr. 2nd Fl Rockville, MD 20850 (240) 777-4600 Silver Spring 8818 Georgia Ave Silver Spring, MD 20910 (240) 777-3100 Germantown 12900 Middlebrook Rd. Germantown, MD 20874 (240) 777-3420	Rockville LHD 1335 Piccard Dr, 2nd Fl Rockville, MD 20850 (240) 777-3075 Silver Spring LHD 8630 Fenton St. 10th Fl Silver Spring, MD 20910 (240) 777-3066 Germantown LHD 12900 Middlebrook Rd Germantown, MD 20874 (240) 777-4448

Prince George's County	<u>Hyattsville</u> 6505 Belcrest Rd. Gr Fl Hyattsville, MD 20782 (301) 209-5000 <u>Landover</u> 425 Brightseat Road, Suite 242 Landover, MD 20785 (301) 909-6000 <u>South County MSC</u> 4235 28 th Ave, Suite 101 Temple Hills, MD 20748 (301) 316-7700	425 Brightseat Road #101 Landover, MD 20785 (401) 324-2933
Queen Anne's County	125 Cornet Dr Centreville, MD 21617 (410) 758-8000	206 N Commerce St #1 Centreville, MD 21617 (410) 758-0720
Somerset County	30397 Mt. Vernon Rd Princess Anne, MD 21853 (410) 677-4200	7920 Crisfield Hwy Westover, MD 21871 (443) 523-1761
St. Mary's County	12110 Leonard Hall Dr Leonardtwn, MD 20650 (240) 895-7000	21580 Peabody St Leonardtwn, MD 20650 (301) 475-4330
Talbot County	301 Bay St Easton, MD 21601 (410) 770-4848	100 S Hanson St Easton, MD 21601 (410) 819-5600
Washington County	122 North Potomac St Hagerstown, MD 21740 (240) 420-2100	1302 Pennsylvania Ave Hagerstown, MD 21742 (240) 313-3200
Wicomico County	201 Baptist St Ste 27 Salisbury, MD 21801 (410) 713-3900	108 E Main St Salisbury, MD 21801 (410) 749-1244
Worcester County	299 Commerce St Snow Hill, MD 21863 (410) 677-6800	9730 Healthway Dr Berlin, MD 21811 (410) 629-0164
Baltimore City	<u>Harbor View</u> 18 Reedbird Ave Baltimore, MD 21225 (443) 423-4700 <u>Northeast Regional Office</u> 2000 N. Broadway Baltimore, MD 21213 (443) 423-6100	201 E. Baltimore Street, Suite 920 Baltimore, MD 21202 (410) 649-0512

	<p><u>Northwest Family Investment Center</u> 5818 Reisterstown Road Baltimore, MD 21215 (443) 378-4400</p> <p><u>Dunbar-Orangeville</u> 2919 E. Biddle Street Baltimore, MD 21213 (443) 423-5200</p> <p><u>Hilton Heights</u> 500 N. Hilton Street Baltimore, MD 21229 (443) 423-4800</p> <p><u>Southwest</u> 1223 W. Pratt Street Baltimore, MD 21223 (443) 423-7800</p> <p><u>Penn-North</u> 2500 Pennsylvania Ave Baltimore, MD 21217 (443) 423-7600</p>	
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INQUIRIES:

Thank you for your attention to these changes. Please direct questions regarding this transmittal to Fern Hill at (410) 767-7064 or fern.hill@maryland.gov

cc: DHR Executive Staff
DHMH Executive Staff
FIA Management Staff
Constituent Services
OTHS Help Desk
FIA Policy and Training Staff
FIA BSDM